

Harris County Systems of Hope

Continuous Quality Improvement Team

6300 Chimney Rock Road

Houston, TX 77081

Agenda

Page 2 of 2

Page 1			
Date	September 23, 2009	Time	4:15 PM - 6:15PM
Facilitators	John Prior & Rebecca Johansson	Note taker	
Attendees	John Prior, Eileene Chappelle, Julie Bourne (phone), Pam Schaffer, Barbara Sewell, Linda Courtney, Dr. Rosalyn Bertram, Dr. Paul Swank, John Puder, Randy Joiner, Kendra Jackson		
Welcome & Introductions			
Review of August Minutes			
Agenda Item	Topic and Discussion		
Item #1: CQI Plan	1) CQI Operation Plan posted and mentioned at GB meeting in Sep 09		
Item #2 Status: CQI Team Membership	Rebecca reaching out to Steve Schnee John will contact Matt Sheldon at Juvenile Justice		
Item #3 Status Report: Verbal Complaints Log and data about flex funds	<ol style="list-style-type: none"> 1) Any new complaints to report on the program side? 2) Any updates on the new form that is being developed to log reports? 3) Is the detailed report on Flex Funds available at this time? 4) Any word on the attempt to develop a system where Flex Funds could generate a more accurate report? 		
Item #4 Caregiver Satisfaction Survey Implementation	<p>Dialog on Caregivers Satisfaction Survey Implementation: CQIT will be asked to amend or approve DRAFT D of the Implementation Plan. Memory jogger from last month:</p> <ol style="list-style-type: none"> a) How to best pilot the survey, has a decision been made and auctioned? b) Agreed to balance survey response options. Has this been done? c) Intended audience is the caregivers with direct responsibilities for youth. d) Randy Joiner's assistance in getting families to participate in pilot e) Survey results will be tallied by John Prior <p>CQIT needs to decide on how we translate the survey to Spanish Speaking Families.</p>		
Item #5 Any Other Business	<p>Discuss the feedback loop that we can put in place to ensure clear communications between program CQI and this team.</p> <p>Do we need a note-taker from the program staff every month?</p>		
Item #6 Next Meeting	Next meeting October xx, 2009, xxpm-xxpm, ?? Location Room xxx		